

<p>PURCHASING CARD PROGRAM Solicitation: 5400005146</p> <p>Contractor: Bank of America Contract: 4400009299</p> <p>Contract Period: 10/01/2014 to 09/30/2021 Contract Terms and Conditions</p>		<p>MMO Purchasing Card Coordinator:</p> <p>Stacy Gregg, CPPO, CPPB, sgregg@mmo.sc.gov (803) 737-2609</p> <p>SC Purchasing Card Policy and Procedures (07/13/2012)</p>	
<p>Bank of America Contact Information</p>			
<p>Project Manager, Senior Card Account Manager</p> <p>Customer Service</p> <p>Secondary Contact (until 9:00 pm)</p> <p>Technical Help Desk</p> <p>Toll-Free, 24 Hour Customer Service Center</p> <p>Card Account Specialist</p> <p>Back-up Card Account Specialist</p>		<p>TRACEY M. WOPPERER, Tracey.Wopperer@baml.com (980) 388-7297</p> <p>Dedicated East Team (<i>quickest response</i>) dedicated_east_card@bankofamerica.com</p> <p>Team Servicing Unit, CCS_Team_Servicing@bankofamerica.com 1 (800) 822-5985</p> <p>1(888) 589-3473</p> <p>1(888) 449-2273 or 1(800) 300-3084</p> <p>LATRENDIA B. PARKER, Latrendia.Parker@baml.com</p> <p>LIZA BUTLER, Lisa.Butler@baml.com</p>	
<p>Company Level Support (Program Administrators only) 8 a.m. – 9 p.m. ET Monday - Friday</p>		<p>Provides assistance with <u>day-to-day card program questions</u>, such as lost/stolen cards, disputed items, payments, and CVV (3-digit) security codes. Contacts:</p> <p>Primary: Dedicated East Team, dedicated_east_card@bankofamerica.com (757) 213-8311</p> <p>Escalation: Tracey Wopperer, tracey.wopperer@baml.com (980) 388-7297</p>	
<p>Training</p>		<p><u>Administrators and Accountants</u> can register for additional or refresher training sessions at http://training.works.com/bankofamerica The registration training password is “workstraining”.</p>	

Card Account Manager	<p>Provide <u>consultation</u> with users to assist in <u>growing card programs</u>, keep users updated regarding industry activities and assist with the escalation on any issues. Contacts:</p> <p>Tracey Wopperer, tracey.wopperer@baml.com Office: (980) 388-7297, or Cell: (980) 253-9096</p> <p>Sandra Hendrick, Card Account Analyst, sandra.r.hendrick@baml.com</p> <p>Escalation: Larry Andress, lawrence.r.andress_jr@baml.com (980) 386-2889</p>
Technical Help Desk (Program Administrators only) 8 a.m. – 8 pm ET Monday – Friday	<p>Provides assistance with questions or issues related to the use of the <u>Works</u> application and <u>Visa Information Source</u> 1099 applications.</p> <p>Technical Help Desk: 1(888) 589-3473</p> <ul style="list-style-type: none"> • Opt 1 – Password Reset • Opt 4 – WORKS, VIM, Payment Centre • E-Mail: commcardTHD@bankofamerica.com <p>Escalation: Adam Chang, Adam.Chang@baml.com, (757) 441-4117, or Tracey Wopperer, tracey.wopperer@baml.com, (980) 388-7297</p>
Cardholder Customer Service (for Cardholders and Program Administrators after business hours)	<p><u>Provides cardholders (and Program Administrators after business hours) with assistance on</u> activities such as reporting lost or stolen cards or reporting disputed items.</p> <p>Toll-free # 1(888) 449-2273 Collect #: (509) 353-6656 outside the U.S.</p>
24 hours/day, 7 days/week	<p>Note: Cardholders should enter their 16-digit card number when prompted.</p>
Card Activation 24 hours/day, 7 days/week	<p><u>Cardholders can activate their card</u> by calling one of these numbers, keying in their card number when prompted, and entering their activation code (assigned during card issuance) when prompted. The phone numbers are also provided to the cardholder on a sticker affixed to the card.</p> <p>Toll-free: 1(888) 571-1000 Collect #: (509) 353-6656 outside the U.S.</p>
Fraud 24 hours/day, 7 days/week	<p><u>To release a card from fraud watch, call:</u></p> <p>1(866) 329-6262, or 1(877) 451-4602</p>

Bank of America WORKS™ Program

Quick Tips – Who to Call for Assistance

Use the Works application to...	Call Company Level Support to...	Call Works Technical Support to...
<ul style="list-style-type: none"> • Request new cards • Request replacement cards • Cancel cards • Reset user passwords • Change card controls using card profiles: <ul style="list-style-type: none"> - credit limit - single or daily transaction limits- • Research in real-time why a transaction was declined • Add, change, or delete Works groups and users • Update cardholder phone and address information • Change accounting code defaults • Create configurable reports on transaction detail, card information, audit logs, etc. • Export data for import to a financial system • Obtain the full 16-digit account # & expiration on configurable reports (optional setup) 	<ul style="list-style-type: none"> • Change the master credit limit for a card program • Research a corporate payment • Research a corporate account decline • Change the delivery method of cards, i.e. bulk ship via Fed Ex to PA, U.S. mail to cardholder, etc. • Request overnight delivery for a card • Report a lost or stolen card • Obtain the CVV code for a card <p>***Cardholders can call the following number for assistance with items such as activating a card, reporting a card lost/stolen, or disputing a transaction: 1(888) 449-2273</p>	<ul style="list-style-type: none"> • Obtain technical support, for issues using the Works application • Ask how-to questions regarding Works functionality • Request periodic large uploads of user, card, or general ledger information <p>***Cardholders need to contact the program administrator, who can then contact Works Technical Support on behalf of the cardholder.</p>

CLIENT AUTHENTICATION PROCESS

Client servicing requests requiring additional verification

Service Requests below sent via fax must be completed on company letterhead and signed by an authorized signer. Email requests will require a call back to the client to verify.

- New Account Setup
- Adding Alternate Address(s)
- Card Activation
- Individual Name Changes
- Password Resets
- Lost/Stolen (with card going to alternate address)
- Adding additional Program Administrators
- Temporary Credit Limit Increases

Authentication List/ Additional verification processes

Temporary Credit Limit increases, Lost/Stolen and Password Resets will require the authorized caller to answer 2 challenge questions from the authentication list:

1. Full or last 4 digits of corporate account number or company number.
2. Security Question (the security question client as established in Works, VIM)
3. Last transaction on the account (payment or purchase)
4. Voice Recognition
5. Password

General Product Fees and Charges

To Bank of America, National Association, ("Bank of America") Card Agreement

General Fees

Annual Card Fee	Fee Waived
Logo Fee: (Choose one color from the following six colors: 1) black; 2) white; 3) blue; 4) red; 5) green; 6) burgundy).	
Fee Waived	
Unique Custom Design Fee	As quoted
Executive Cards	Fee Waived (maximum of 10 Cards)
Travel Rewards (Travel and Corporate One Card only)	N/A
Return Payment Fee	\$29.00
International Transaction Fee	Up to 1% of USD amount
➤ U.S. Mail/Bulk Mail (Default)=No Fee	

Expedited Card Delivery Fee

➤ Overnight=waived
➤ 2-day=waived

Overlimit Fee	Fee Waived
Corporate Billed Fees and Finance Charges - LCNAC515	
Late Fee (assessed 3 days after cycle date when account is past due 1 – 30	

days) (Assessed as a % of the past due amount for the current month’s charges and any unpaid balances when the account is past due 1-30 days)

Periodic Finance Charge Fee (Accrue on all balances that remain unpaid for
30 or more days from initial billing)
Fee Waived
Fee Waived

Cash Advance Fee	2.5% of transaction amt (\$5 min/no max)
ePayables Fees and Finance Charges - LCNAC495	
Late Fee (assessed 3 days after cycle date when account is past due 1 – 30	
days) (Assessed as a % of the past due amount for the current month’s charges and any unpaid balances when the account is past due 1-30 days)	
Periodic Finance Charge Fee (Accrue on all balances that remain unpaid for	
30 or more days from initial billing)	

Fee Waived

Fee Waived

*A transaction is subject to the finance charge from the date the transaction posts to the Account. To calculate the finance charges for a billing cycle, the daily periodic rate is multiplied by the average daily balance, and that product is multiplied by the number of days in the billing cycle. The average daily balance is the sum of the daily past due balances (including, for each day, finance charges from previous day) less payments credited to the past due balance, divided by the number of days in the billing cycle. The daily periodic rate is the annual percentage rate divided by 365. The annual percentage rate is the prime rate published in the Money Rates section of The Wall Street Journal in effect on the first day of each calendar month (the “Prime Rate”) plus any percentage points specified herein. Changes to the annual percentage rate will apply immediately to each billing cycle ending on or after the date of the change in the Prime Rate.

If you make a Transaction in currency other than U.S. dollars, Visa or MasterCard will convert the charge or credit into a U.S. dollar amount. The conversion rate on the processing date may differ from the rate on the date of your Transaction.

The exchange rate used by Visa will either be (i) a rate selected by Visa from a range of rates available in wholesale currency markets for the applicable central processing date, which rate may differ from the rate Visa receives, or (ii) the government-mandated rate in effect for the central processing date. MasterCard will use an exchange rate of either (i) a wholesale market rate or (ii) a government-mandated rate. We may add a 1% fee to the U.S. dollar amount of any Transaction that is made in foreign currency or that is made outside the United States even if you pay in U.S. dollars (the “International Transaction Fee”).

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Electronic Products Schedule of fees and Charges

Reporting and Data	
Works	Fee Waived
Payment Center	Fee Waived
Data File Feeds To Customers / Third Parties:	
• Statement Billing File	
Fee Waived	
• Visa Commercial Format (VCF)	
1099 & Socioeconomic Reporting	\$100 per file per month
Custom Requests	
Custom Development and/or Maintenance	\$150.00 per hour

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Section: S
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